



INDIAN HEALTH SERVICES WORKSHOP



December 8 – 12, 2003

Presented by

THE HEALTHCARE FINANCIAL GROUP

Trainers

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Indian Health Services Workshop

December 8 – 12, 2003

Monday, December 8, 2003

1:00 PM – 1:15 PM	Welcome and Introductions
1:15 PM - 3:00	Insurance Basics
3:00 PM - 3:20 PM	Break
3:20 PM - 5:00 PM	Insurance Basics (cont'd)

Tuesday, December 9, 2003

8:30 AM – 10:00 AM	Customer Service
10:00 AM – 10:20 AM	Break
10:20 AM - Noon	Customer Service/Breakout/Roll Play
Noon – 1:00 PM	Lunch
1:00 PM - 3:00 PM	Point of Service Collections/Breakout/Roll Play
3:00 PM - 3:20 PM	Break
3:20 PM - 5:00 PM	Self Pay Collections



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<i>Wednesday, December 10, 2003</i>	
8:30 AM – 10:00 AM	Medi-cal
10:00 AM – 10:20 AM	Break
10:20 AM - Noon	Medicare
Noon – 1:00 PM	Lunch
1:00 PM - 3:00 PM	Delta Dental
3:00 PM - 3:20 PM	Break
3:20 PM - 5:00 PM	Other Third Party (incl BC/BS and UHC)

<i>Thursday, December 11, 2003</i>	
8:30 AM – 10:00 AM	Denials Management
10:00 AM – 10:20 AM	Break
10:20 AM - Noon	Denials Management/Breakout Session
Noon – 1:00 PM	Lunch
1:00 PM - 3:00 PM	Glenn Fowler - Phoenix Area Indian Health Service “How We’re Handling Denials”
3:00 PM - 3:20 PM	Break
3:20 PM - 5:00 PM	Documentation/abbreviations

<i>Friday, December 12, 2003</i>	
8:30 AM – 10:00 AM	Reports Review
10:00 AM – 10:20 AM	Break
10:20 AM - Noon	Questions and Wrap up



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PRESENTATION HIGHLIGHTS

INSURANCE BASICS

Monday, December 8, 2003

- What is insurance, a contract and
- Third Party Payor, Mandated (regulatory), Indemnity, Contracted, Liability, Workers Compensation
- Characteristics of each Payor
- Utilization and Case Management
- Prudent Layperson Law
- Verification and Eligibility

CUSTOMER SERVICE

Tuesday, December 9, 2003

- Understanding the Organizational impact of Customer Service
- Knowledge of Customer Service phone communication
- Knowledge of Customer Service face to face communication
- Knowledge of Follow up procedures

POINT OF SERVICE COLLECTIONS

Tuesday, December 9, 2003

- Benefits of Point of Service Collections
- Patient Objections
- Overcoming Patient Objections
- Collection Techniques



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MAJOR PAYOR REVIEW

Wednesday, December 10, 2003

- Medi-cal
- Medicare
- Delta Dental
- Other Third Party (incl BC/BS and UHC)

Focus will be on eligibility, verification and pre-certification, billing timelines, and follow up

DENIALS MANAGEMENT

Thursday, December 11, 2003

- Defining Denials
- Participation at All Levels
- Data Collection and Management
- Working Denials to the Core
- Strong Appeals Process
- Process Improvement at the Registration Level
- Stopping 80% of Denials
- Methods of Tracking
- Trending
- Defining Your Benchmark

DOCUMENTATION/ABBREVIATIONS

Thursday, December 11, 2003

- The importance of Documentation
- The elements of Documentation
- Abbreviations used in Documentation

REPORTS REVIEW

Thursday, December 12, 2003

- Basic reports needed to get the job done